

**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 5**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.8. Use of Profane Language or Impersonation of Another**

- A. The Telephone Company may refuse to furnish or may deny service to any persons, firm or corporation who, over the facilities furnished by the Company uses or permits to be used foul, abusive, obscene, or profane language, or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

**B.1.9. Governmental Objections to Service**

- A. The Company may refuse to furnish or may discontinue telephone service to any person, firm, or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

**B.1.10. Adjustment of Charges**

- A. In the adjustment of charges for overbilling by the Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period during which overbilling has been effective cannot be fixed, or the exact amount of overbilling determined will not exceed an estimated amount equal to such overbilling for a 3-year period.

**B.1.11. Telephone Numbers**

- A. The customer has no property right in the telephone number or any right to continuous service through any particular central office, and the Company may change the telephone number or the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Second Revised Sheet 6**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.12. Payment for Service and Facilities****A. General**

1. The customer shall pay for all charges in conjunction with services furnished, and shall pay for toll messages, charges for messenger service, teletypewriter exchange service messages and charges for moves and changes when billed. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.
2. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Government agencies.
3. Statements indicating the amount due the Company will be rendered monthly to all customers.
4. All bills for local, toll or miscellaneous services are due when rendered and payable at the office of the Company, or an authorized collection agency, on or before the tenth of the month.
5. For customer billing purposes, each month is presumed to have 30 days.
6. A late payment charge of one and one-half percent (1 1/2) will be applied to each customer's bill when a previous month's bill has an unpaid balance of \$20.00 or more at the time of the billing due date.
7. A collection fee of \$9.00 in addition to the late payment charge in B.1.12.A.6 above will be applied to the accounts of business subscribers with an unpaid balance when the previous month's bill has not been paid in full at the time of the billing due date.
8. A collection fee of \$5.00 in addition to the late payment charge in B.1.12.A.6 above will be applied to the accounts of residence subscribers with an unpaid balance when the previous month's bill has not been paid in full at the time of the billing due date.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
First Revision Sheet 7**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.13 Denial of Service For Nonpayment**

- A. In the event of failure by the customer to pay any regular bill on or before the due date or to promptly settle special toll bills, the Company may discontinue the service except as provided for in Paragraph B following. Service need not be restored unless or until all amounts due at day of payment are paid in full including the Restoration of Service charge as provided for in Section D of this Tariff.
- B. The Company may not deny, threaten to deny, or otherwise terminate or disconnect the customer's basic local exchange service for failure to pay any or all charges associated with 900 service calling.
- C. Allowance will be made for loss of service during the period service is disconnected for nonpayment if payment is made and service is reconnected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate the service, it may at the option of the Company be reestablished only on the basis of a new application.
- D. At its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any of the Company's rights to suspend or disconnect service for nonpayment of such or other charges due and unpaid or for the violation of the provisions of this Tariff; nor the failure to suspend or disconnect service for nonpayment of any past due account operate as a waiver to suspend or disconnect service for nonpayment of such account or of any other past due account.

**B.1.14 Telephone Directories****A. Distribution**

- 1. The Company will furnish one directory per access line, without charge. Other directories may be furnished as the Company deems necessary for the efficient use of service. Additional directories, not furnished by the Company, may be purchased at a reasonable cost from the Company.

**B. Ownership and Use**

- 1. Directories regularly furnished to the customer are the property of the Company. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced or mutilated while in the possession of the customer.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 8**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.14 Telephone Directories (Cont'd)**

2. Customers may only use with or attach to directories furnished by the Company, binders, holders, inserts, auxiliary covers or attachments which do not contain advertising and which are not so attached as to impede references to essential service information, or otherwise interfere with service. No other binders, holders, inserts, auxiliary covers or attachments of any kind not furnished by the Company shall be attached to or used with directories furnished by the Company.

**C. Errors and Omissions**

1. The Company, except as provided herein, shall not be liable for damages claimed because of omissions or errors in its directories or the publication of such errors. The Company will not be party to any controversy arising between customers or others as a result of any listing or ad published in the Company's directory.
2. In the case of additional or joint user listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 9**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.15 Maintenance and Repairs of Telephone Company Facilities**

- A. All ordinary expense of maintenance and repair, unless otherwise specified in this Tariff, is borne by the Company. In case of loss of, or damage to or destruction of any of the Company's facilities, not due to ordinary wear and tear or causes beyond the control of the customer, the customer is required to pay the expense incurred by the Company in conjunction with the replacement of the property damaged, lost, stolen or destroyed, or the expense incurred in restoring it to its original condition. Customers may not rearrange, disconnect or remove any facilities installed by the Telephone Company, except upon the written consent of the Telephone Company.

**B.1.16 Alterations**

- A. The customer agrees to notify the Company whenever alterations or new construction on the premises owned or leased by him will necessitate changes in the Company's facilities; and the customer agrees to pay the Company's current charges for such damages.

**B.1.17 Improper Use of Toll Service**

- A. The Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation because of abuse or fraudulent use of toll service. Abuse or fraudulent use of toll service includes the use of service or facilities of the Company to transmit a message, locate a person or otherwise to give or obtain information without payment of a message toll charge.

**B.1.18 Advance Wiring**

- A. Where requested and while the state of construction permits, the Company will install concealed inside wiring. Applicable charges are specified in Section D of this Tariff.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 10**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.19 Installations in Hazardous Locations**

- A. If the installation and maintenance of service are requested at locations where accessibility is in practical or at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the customer may be required to install and maintain the Company's equipment in a manner satisfactory to the Company, any remuneration to be based on the conditions involved, or, if service is furnished, may also require the subscriber to indemnify and hold the Company harmless from any claim, loss or damage by reason of the installation and maintenance of such service.

**B.1.20 Recorded Public Announcements**

- A. Use of Company facilities or service in connection with automatic announcement service or miscellaneous devices for recorded public announcements are subject to the following conditions:
1. For purpose of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service; and, in addition, the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
  2. Private telephone numbers will not be furnished for use with recorded public announcements.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
Original Sheet 11**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.20 Recorded Public Announcements (Cont'd)**

3. Failure to comply with the provisions of this Tariff shall be cause for termination of the service.
4. As the customer and calling parties have exclusive control over the quality and characteristics of speech used and intelligence contained in the fixed messages transmitted and the message recorded, the Company has no liability for the quality of or defects in the transmission or recording of such messages, and the customer indemnifies and saves the Company harmless against all claims arising from the intelligence or lack of intelligence transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or false claims, and against all claims arising out of any act or omission of the customer or of the calling party in connection with facilities provided by the Company. The Company's liability for damages arising from an interruption to the service which is not due to the negligence or willful act of the customer or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall not exceed a pro rata adjustment of the fixed monthly charges for the service and facilities rendered useless and inoperative during the period of said interruption.
5. The provision of this service shall in no way have a detrimental effect on the facilities of this Company and/or its subscribers.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 12**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.21 Subscriber Service****A. Non Published Telephone Numbers**

1. Non published telephone numbers are not listed in either the Company's alphabetical directory or information records available to the general public.
2. Incoming calls to non published numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non published telephone number in the directory or disclosing said number to any person shall attach to the Company, and where such number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non published telephone number.
4. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non published telephone number or the disclosing of said number to any person.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 13**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.22 Service Observing****A. General**

1. The primary purpose of service observing is to secure information on individual calls, which in turn may be summarized, analyzed and appraised for management use. Such service observations may provide: information in regard to the quality and character of service furnished telephone users; data for measuring the performance in various features that contribute to telephone service; data for engineering purposes; or information of a specialized nature.

**B. Practice**

1. Employees of the Company will not monitor, as part of a normal routine, any of the verbal conversation of any telephone call made by a subscriber.
2. The Company will monitor, from time to time, on the operators of the company to determine quality of performance in the handling of calls, to rate trainee personnel, and to see that the General Rules of the Company are observed.
3. The Company will, from time to time, use verification trunks, test boards, service observation recorders, or other special equipment to disclose some particular detail of service deficiency.
4. The Company will maintain a list of those subscribers licensed by the Georgia Public Service Commission to use service observing equipment, and will make such a list available to the public upon request.
5. The Company will not provide service observing equipment to any subscriber not authorized by the Georgia Public Service Commission to operate such equipment.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
Original Sheet 14**GENERAL REGULATIONS****B.2. Applications For Telephone Service****A. General**

1. The Telephone Company reserves the right to refuse service to applicants who are indebted to the Telephone Company for service previously rendered, until the indebtedness is satisfied.
2. Applications for service become contracts when accepted by the Telephone Company, or upon the establishment of service. The terms and conditions of such contracts are supplemented by, and subject to, the General Subscriber Services Tariff for the particular exchange from which service is to be furnished. Any changes in rates, rules or regulations, authorized by the legally constituted authorities, shall act as a modification of the contract to that extent, without further notice. Application for phone service may be made on the Telephone Company's prescribed contract or application form.
3. The original application and contract will not be considered to be terminated if the customer moves from one location to another (outside move) within the same exchange area.

**B.2.1 Failure to Observe Rules and Regulations**

The rules and regulations specified herein are in addition to those contained in the Tariff sheets that form a part of this General Subscriber Services Tariff of the Company. Failure on the part of the subscribers to observe these rules and regulations, after due notice of such failure, automatically gives the Company the privilege to discontinue the furnishing of service.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 15**GENERAL REGULATIONS****B.2. Applications for Telephone Service (Cont'd)****B.2.2. Obligation of the Company****Obligation to Furnish Service**

- A. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of and maintenance of that service.
- B. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations set forth in Section E of this Tariff.

**B.2.2.1. Use of Customer Service**

- A. Telephone equipment and facilities are furnished for the use of the customer's employees, representatives of the customers or members of the customer's domestic establishment except in connection with semipublic telephone service and except as the use of the service may be extended, in addition to other service which may be separately ordered, to joint users, patrons of hospitals or of hotels.
- B. Except as otherwise provided in this Tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 16**GENERAL REGULATIONS****B.3. Application of Rates for Business and Residence Service****A. General**

Determination as to whether a customer's service (as distinguished from public and semipublic service) shall be furnished at business or residence rates is based on the character of use to be made of the service.

**B.3.1 Business Access Line Rates Apply at the Following Locations:**

- A. In offices, stores, factories and all other places of a strictly business nature.
- B. In boarding houses, except as modified under paragraph B.3.3 offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, parochial and other private schools or colleges; churches, universities, fraternity and sorority houses, hospitals and other similar institutions.
- C. At residence locations when the customer has no regular business access line and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circular, motion picture screen, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
- D. When the place of business and the residence of the customer are on the same premises and no telephone is installed in the place of business, the business access line rate shall be charged for the access line installed in the residence.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 17**GENERAL REGULATIONS****B.3. Application of Rates for Business and Residence Service (Cont'd)****B.3.1 Business Rates Apply at the Following Locations: (Cont'd)**

- E. At residence locations when an access position is located in a shop, office or other place of business.
- F. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under paragraph B.3.3 below.

**B.3.2 Residence Rates Apply at the Following Locations:**

- A. In private residences where business listings are not provided.
- B. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
- C. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for boarders or which furnish meals to less than ten boarders, provided business listings are not furnished.
- D. In the place of residence of a clergyman, physician, nurse, dentist, veterinarian, surgeon or other medical or professional practitioner, provided the customer does not maintain an office in his residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the customer's residence and is not part of an office building. In any of such cases the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms, partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
Original Sheet 18

**GENERAL REGULATIONS**

**B.4. Establishment and Maintenance of Credit**

**B.4.1. Establishment of Credit**

- A. The Company may require an applicant for service to satisfactorily establish credit by the production of substantive references which may be quickly and inexpensively checked by the Company.

**B.4.2. Advance Payments**

- A. Applicants for telephone service may be required to pay in advance, the service connection charges as prescribed and specified in Section D of this Tariff.
- B. Applicants for telephone service may also be required to make an advance payment equal to the first month's charges for exchange service, facilities, mileage, listings and joint user service.
- C. In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service, the furnishing of which involves an unusual installation expense, may, if it is deemed necessary by the Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.

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Section B  
Original Sheet 19**GENERAL REGULATIONS****B.4. Establishment and Maintenance of Credit (Cont'd)****B.4.2 Advance Payments (Cont'd)**

- D. The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of the excess is either returned to the customer or credited to his account.

**B.4.3 Deposits**

- A. Applicants for service, unable to establish a satisfactory credit rating with the Company, or existing customers whose credit ratings have become impaired, may be required to make a suitable cash deposit to be held as security for the payment of bills for telephone service. The amount of such deposit shall not, however, exceed the estimated amount of charges for exchange and telephone toll service which it is estimated will accrue over a normal billing period plus 30 days. The Company may require the customer to increase the amount of the deposit at any time, if, in its opinion, the charges billed against the customer are found to warrant such an increase. When service is terminated, any balance of the amount deposited, plus accrued interest, remaining after the deduction of all sums due the Company will be returned to the customer.
- B. The Company shall pay interest on deposits at the rate of seven per cent (7%) per annum. If held until discontinuance of service, such deposit and accrued interest, less any and all amounts then due, is upon such discontinuance returnable to the customer.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
Original Sheet 20**GENERAL REGULATIONS****B.4 Establishment and Maintenance of Credit (Cont'd)****B.4.3. Deposits (Cont'd)**

C. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customer has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

D. Service may be discontinued for failure to establish credit, as authorized above, within 5 days after the Company has served notice requiring the customer to do so.

E. **Administrative Charge**

An administrative charge equal to the Restoration of Service charge will be applied to each insufficient funds check received plus any other charges assessed to the Company by the financial institution. Telephone service will also be subject to discontinuance as specified in Section B of this tariff and any charges incurred from the discontinuance of service will be in addition to the administrative charge.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 21**GENERAL REGULATIONS****B.5. Collection Procedures****B.5.1. Telephone Service Disconnection**

The following is in accordance with Minimum Service Standard Rules #515-12-1-28.

In the event of a proposed disconnection of residential basic local service only, the following procedures shall apply:

- A. No basic residential service shall be disconnected for local service charge until at least 29 days from the date of the bill.
- B. No residential service can be disconnected for local service charges unless the utility has given the affected customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection. The notice must include:
  - 1. The final payment date of the amount due;
  - 2. The reason for the disconnection, including the unpaid balance due;
  - 3. A telephone number which the customer may call for information about the proposed disconnection; and
  - 4. The procedure for medical emergencies, as hereinafter described.
- C. If contact with the customer was not previously made and notice of the disconnection was by mail or by leaving it at the premises, the utility must make a good faith effort to contact the customer at least two (2) days before the proposed disconnection.
- D. Service shall not be disconnected for nonpayment of local service charges to a residential customer who has a serious illness which would be aggravated by said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a physician, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness would be aggravated by such

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
First Revised Sheet 22**GENERAL REGULATIONS****B.5. Collection Procedures (Cont'd)****B.5.1. Telephone Service Disconnection (Cont'd)**

discontinuance. In such event, the proposed disconnection shall be held in abeyance for the shorter of either the length of the illness or one month from the date of such initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case may be referred to the Commission for final determination.

- E. In the case of a disputed bill for basic local exchange residential service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing, or orally to be followed by a request in writing, that the Commission investigate the dispute before residential service may be disconnected. Such request must be made within ten (10) days after the date of the disputed bill.
- F. No consumer may be disconnected for unpaid residential local service if the consumer notifies the telephone company between the date of receiving a notification of the proposed disconnection of service and the date set for disconnection and agrees to pay the unpaid balance for service previously provided in equal installments over the three consecutive billing months immediately following said notice. Further, the consumer agrees to pay future bills and the installments by the date due. However, if a consumer has received a notice of intent to disconnect, at any time prior to the time when the consumer is once again current in his billings for service previously provided, if the consumer makes toll calls exceeding \$10.00 in any thirty (30) day period, the telephone company shall have the right to immediately and without further notice, disconnect telephone service to that consumer. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the company may disconnect service without further notice.

**B.5.2 Billing For A Third-Party Service Provider**

Pursuant to the requirements of Official Code of Georgia Annotated (O.C.G.A) Section 46-5-171.1, prior to Company billing for a third-party, Company must have a signed authorization from end user. The requesting third-party must obtain signed authorization from the end user and provide to Company before any billing is performed. The third-party service provider must provide to Company the following before billing is performed:

1. Explanation of the product/service being offered.
2. Explicit end user customer acknowledgement that said charges will be assessed via the telephone bill.
3. Information related to whom to call (and the appropriate toll-free telephone number) for inquiries.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
Original Sheet 23

**GENERAL REGULATIONS**

**B.6. Moves and Changes**

**A. General**

1. Charges for moves and changes apply when facilities are rearranged; except in those cases where the charge is the cost of making the move or change required.
2. The establishment of the charges specified in this section for moves and changes does not contemplate work being performed by the Company's employees at a time when overtime wages apply, due to the request of customer, nor does it contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional costs involved, may apply.

**B. Application Charges**

1. Application charges are specified in Section D of this Tariff.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
Original Sheet 24**GENERAL REGULATIONS****B.7. Transfers of Service (Change of Name)****B.7.1 Application of Charges**

- A. Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation or in case of abandonment, provided there be no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:
  - 1. If the new customer fully understands the regulations governing the service and status of the account and willingly assumes all obligations thereunder, a new service application is made and bills are rendered to him without an adjustment to or from any particular date, the name only being changed on the bill, with the Company arranging for the requested change in billing and directory listing.
  - 2. If the new customer does not wish to assume payment of the old account a new service application is made by him and an adjustment in billing is made to and from the date the transfer is effective.
- B. Under either method of transfer the reassignment of the telephone number to the service of the new party is arranged for only after the former customer has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise, between the old and a new customer, and when in the judgment of the Company a change in the telephone number is not required.
- C. When in the judgment of the Company, there does exist a relationship, business or otherwise, between the old and new customer, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.
- D. A Service Ordering charge will apply to each such transfer of service.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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Section B  
Original Sheet 25**GENERAL REGULATIONS****B.8. Termination of Service****A. General**

Telephone service is furnished to customers under the regulations prescribed in the General Subscriber Services Tariff. Violation of any such regulations on the part of the customer may be regarded by the Telephone Company as sufficient cause for the termination of the customer's contract. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purpose of rate administration each month is considered to have 30 days. The Telephone Company may require a contract period longer than one month at the same location in connection with special facilities or for unusual construction necessary to meet specific demands for service.

- B. Where contracts are terminated on the initiative of the Telephone Company because of violation of its rules and regulations by the customer, the regulations as given below for termination of service at the customer's request apply.

**B.8.1 Termination of Contracts**

- A. Contracts taken for a period of one month may be terminated prior to the initial contract period, upon reasonable notice from the customer and payment of all charges due for the balance of the initial month.
- B. Contracts may be terminated any time after the expiration of the initial contract period, upon reasonable notice to the Company, and upon payment of all charges due for service which has been rendered to the date of termination of the contract. This includes all charges due for the period since service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

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Original Sheet 26

**GENERAL REGULATIONS**

**B.9 Restoration of Service**

**A. General**

1. Where service has been suspended for nonpayment of any charges due or for failure of the customer to establish credit in accordance with the regulations of this Tariff, restoration of such service is made upon payment of all charges due, or at the discretion of the Telephone Company, a substantial portion thereof, in addition to a Restoration of Service charge as shown in Section D.
2. Where service has been restored after payment of a portion of the amount due, such restoration will not be considered as a waiver or modification of the customer's responsibility for prompt payment of bills or the Telephone Company's right to further deny service in accordance with the provisions of this Tariff.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 27**GENERAL REGULATIONS****B.10 Classification of Areas as the Basis for Furnishing Service**

- A. Economical operation of the telephone business, to secure protection to the whole body of rate payers and to the business itself, requires that the property be built and operated in accordance with a definite plan under which specified classes of service are regularly furnished in specified areas or types of areas. The Company, therefore, does not undertake to furnish any desired class of service at any desired location nor does it undertake to extend its plant to remote sections where such extension is not warranted by public necessity as distinguished from personal desire, except where adequate protection is afforded.
- B. Consideration of the extension of telephone facilities beyond any area in which a desired service would normally be furnished, is based on the facts in each case. In such cases the applicant for service may be assessed a construction charge or be required to provide a part of the facilities, or both, as may be agreed upon by the parties, as outlined in the rules and regulations contained in the several sections of this Tariff.
- C. Where extension of telephone facilities are required to extend service, the customer or customers applying for service will be required to obtain and furnish to the Company recorded easements for the extension of its lines. The Company will furnish the necessary easement forms as required, and will assist the customer to the degree it is necessary to define and describe the necessary construction and its route.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
Original Sheet 28

**GENERAL REGULATIONS**

**B.11 Special Promotions**

The Company may offer special promotions of new or existing services at free or reduced rates for limited periods. The purpose of such specials is to apprise and acquaint the subscribers with the benefits that can be obtained, which will lead to better informed decisions. These promotions will be offered on a completely nondiscriminatory basis with each subscriber, in the classification of service for which the promotion is offered, having an equal opportunity for participation.

**B.12 Ringer Limitations**

The ringer equivalency directly connected to the line is limited to three per network access line in the case of individual access lines and to two per network access line in the case of four-party access lines.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
First Revised Sheet 29**GENERAL REGULATIONS****B.13 Cancellation of Service for Cause**

B.13.1. The Company may either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:

- (1) Abandonment of the Service.
- (2) Failure of a subscriber to make suitable deposit as required by this Tariff.
- (3) Impersonation of another with fraudulent intent.
- (4) Nonpayment of any sum due for exchange, long distance or other services.
- (5) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use of service to include, but not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer at or about the same time with the result of preventing, obstructing or delaying the telephone service of others.
- (6) Abuse or fraudulent use of service; such abuse or fraudulent use includes:
  - (a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
  - (b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, or the regular charge for such service;

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**GENERAL SUBSCRIBER SERVICES TARIFF**

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**GENERAL REGULATIONS**

**B.13.1 Cancellation Of Service For A Cause (Cont'd)**

**B.13.1.(6) (Cont'd)**

- (c) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, or torment another;
- (d) The use of profane or obscene language;
- (e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

(7) Any other violation of the Company's regulations.

The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
First Revised Sheet 31**GENERAL REGULATIONS****B.14 Liability**

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.
- B. The customer indemnify and saves the Company harmless against the following:
- (1) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
  - (2) Any defacement or damage to the customer's premises resulting from the existence of the Company's facilities, apparatus and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company, or its employees.
  - (3) Any accident, injury, or death occasioned by its facilities, when such is not due to negligence of the Company.
  - (4) Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
  - (5) Liability for failure to provide service.
  - (6) No liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "Information Operator" shall attach to the Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

**B.14.1 Unauthorized Computer Intrusion**

The liability of the Company, if any, with respect to any claim or suit by a subscriber, common carrier, reseller or any other party for damages caused by, or associated with, any form of unauthorized computer intrusion, including, but not limited to, the input of damaging information, such as a virus, or unauthorized access to, interference with, alteration, destruction or theft of any Company computer, switch, data, database, software, information, network or any other similar system shall not exceed an amount equal to the proportionate charge to the customer for the period during which the service provided by the Company was affected or so utilized.

Each subscriber of the Company shall be responsible for the provision of appropriate security measures to protect the subscriber's own computer, data or telecommunications network.

**B.14.2 Transmission of Data Over Voice Grade Facilities**

The Company shall not be held liable for any damage, harm or loss of data that may occur that is caused by the transmission of data over Company voice grade access lines and/or facilities.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section B  
First Revised Sheet 32**GENERAL REGULATIONS****B.14 Liability (Cont'd)****B.14.3 Unauthorized Devices**

The Company shall not be held liable for and damage or harm that may occur as the result of the use of unauthorized devices, or the failure of the Company to detect the use of unauthorized devices, on subscriber lines.

**B.15 Prevention of Local Service Resale**

Except as otherwise provided in this Tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm, corporation for use or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to Long Distance MTS Service nor to a customer who is engaged as a communications common carrier for message telegraph communications.

**B.16 Initial Contract Periods**

- A. Except as herein after provided, the initial (or minimum) contract period for all services and facilities is one month at the same location. For purposes of rate administration, each month is considered to have 30 days.
- B. The length of contract periods for directory listings and for joint user service, where the listing actually appears in the directory is the directory period, which is from the day on which the directory is first distributed to the customers to the day the succeeding directory is distributed.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section C  
4th Revised Sheet 2  
Replaces 3rd Revised Sheet 2**LOCAL EXCHANGE SERVICE****C.3 Local Monthly Exchange Service Rates****A. The following monthly rates apply:**

<u>RATE COMPONENTS</u>	<u>BUSINESS ONE PARTY</u>
Network Access Charge (Rotary Dial)	\$23.10
Network Access Charge (Tel-Touch Dial)	\$26.10

<u>RATE COMPONENTS</u>	<u>RESIDENCE ONE PARTY</u>
Network Access Charge – Rotary Dial	

Effective January 1, 2013	\$16.24
Effective January 1, 2014	\$17.20

(D)  
(I)  
(I)

Network Access Charge – Tel-Touch Dial

Effective January 1, 2013	\$18.24
Effective January 1, 2014	\$19.20

(D)  
(I)  
(I)**B. Maps which indicate and define the exchange area limits are filed with the Georgia Public Service Commission as part of the Certificate of Public Convenience and Necessity granted by the Georgia Public Service Commission and are made a part hereof by reference.**Issued: November 29, 2012Effective: January 1, 2013

By: Janice E. O'Brien, President

**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section C  
 4th Revised Sheet 3  
 Replaces 3rd Revised Sheet 3

**LOCAL EXCHANGE SERVICE****C.4 Exchange Access for PBX and Key Systems (Trunks)**

- A. Trunk Access Lines from the central office serving a PBX, PABX, or Key system may require special features as applicable such as: One-Way or Two-Way operator trunks, one-way or two-way DID-DOD-AIOD Centrex Trunks and special wiring trunks.
- B. Trunk Access Lines are central office lines that provide communications capacity between the serving central office and multi-line communication switching equipment (PBX, PABX, or Key Systems) normally installed on the customer's premises that is arranged in such a manner that the station user may or may not have control over which access line is connected to the station or other equipment for incoming or outgoing calls.
- C. Exchange Access for PBX or PABX
- (1) Each Rotary Dial Access Trunk, per month . . . \$32.94
- (2) Each Tel-Touch Dial Access Trunk, per month. \$35.94
- D. Exchange Access for Key Systems
- (1) Each Rotary Dial Access Key Line, per month. \$32.94
- (2) Each Tel-Touch Dial Access Trunk, per month. \$35.94

**C.5 Extra Exchange Line Mileage**

- A. The following mileage charges apply in connection with main stations or private branch exchange systems which are located outside the base rate area, but within the exchange area, and are in addition to the base rate for the class of service furnished:

- (1) Individual line, private branch exchange trunk line or ringing circuit per quarter mile or fraction thereof, per month

Effective January 1, 2013	\$ .10
Effective January 1, 2014	\$ .00

(D)  
(R)  
(R)

- B. Mileage charges beyond the base rate area are computed on air line measurements from the station to the nearest point on the boundary of the base rate area. Mileage charges for individual line or private branch exchange trunk line are computed separately for each circuit.

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Glenwood Telephone Company

Section Z  
3rd Revised Sheet 2  
Replaces 2nd Sheet 2

**OBSOLETE SERVICE OFFERINGS****Z.2 Local Exchange Service****Z.2.1 Local Monthly Exchange Service Rates (Type B)  
(Section C.3)**

- a. The following monthly rates apply:

<u>RATE COMPONENTS</u>	<u>BUSINESS TWO PARTY</u>	
Network Access Charge (Rotary Dial)	\$19.20	(I)
Network Access Charge (Tel-Touch Dial)	\$20.73	

<u>RATE COMPONENTS</u>	<u>RESIDENCE TWO PARTY</u>	<u>RESIDENCE FOUR PARTY</u>	
Network Access Charge (Rotary Dial)	(D)	\$15.56	(I)
Network Access Charge (Tel-Touch Dial)	(D)	\$17.56	(I)

- b. The following monthly rates apply:

<u>RATE COMPONENTS</u>	<u>BUSINESS ONE PARTY</u>	<u>RESIDENCE ONE PARTY</u>	
Network Access Charge (Rotary Dial)	\$23.10	\$16.88	(I)

**Z.2.2 Extra Exchange Line Mileage (Type B)  
(Section C.5)**

- (1) Two point service per quarter mile  
or fraction thereof, per month . . . \$0.20
- (2) Four point service per quarter mile  
or fraction thereof, per month . . . \$0.10

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section D  
Second Revised Sheet 7**SERVICE CHARGES****D.4 Low-Income Program**

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

**D.4.1 Lifeline Assistance****1. General**

Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.

**2. Regulations**

Subscribers are eligible for Lifeline Assistance if:

(a) The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or

(b) The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;  
Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;  
Supplemental Security Income (SSI);  
Federal Public Housing Assistance;  
Low-Income Home Energy Assistance Program (LIHEAP);  
National School Lunch Program's free lunch program;  
Temporary Assistance for Needy Families (TANF);  
Low Income Senior Citizens discount plan offered by a local gas or power company

(c) Other eligibility requirements may be established by the Commission.

(d) Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (a) through (c), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.

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**GENERAL SUBSCRIBER SERVICES TARIFF**

Glenwood Telephone Company

Section D  
Second Revised Sheet 8**SERVICE CHARGES****D.4 Low-Income Program (Cont'd)****D.4.1 Lifeline Assistance (Cont'd)****2. Regulations (Cont'd)**

(e) A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.

(f) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in Georgia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.

(g) The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

3. Effective August 1, 2012, the Lifeline credit available to an eligible customer in Georgia is equal to the total of federal support as established by the Federal Communications Commission. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

4. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.

5. To be eligible for Lifeline Assistance, qualifying customers must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.

6. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

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**REDACTED – FOR PUBLIC INSPECTION**

**GLENWOOD TELEPHONE COMPANY (SAC 220365)**

**ATTACHMENT - LINE 3026**

**ATTACHMENT REDACTED IN ENTIRETY**